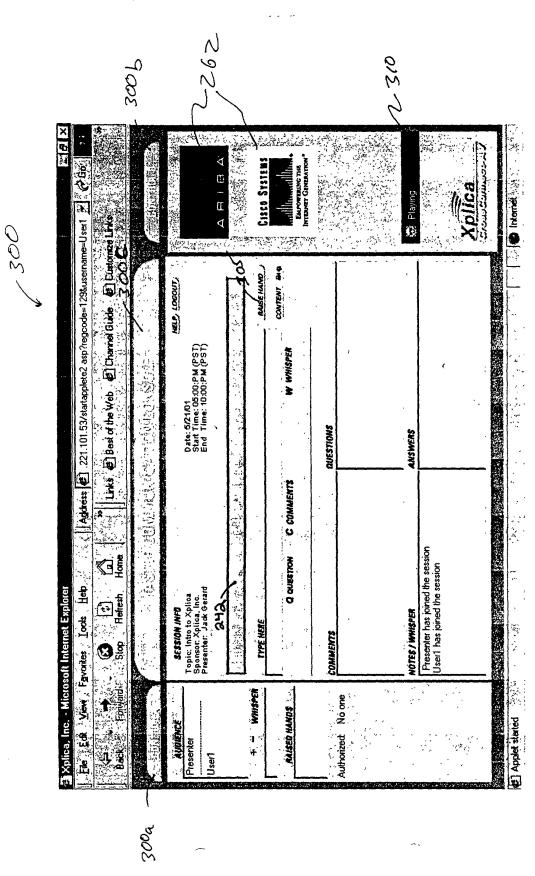


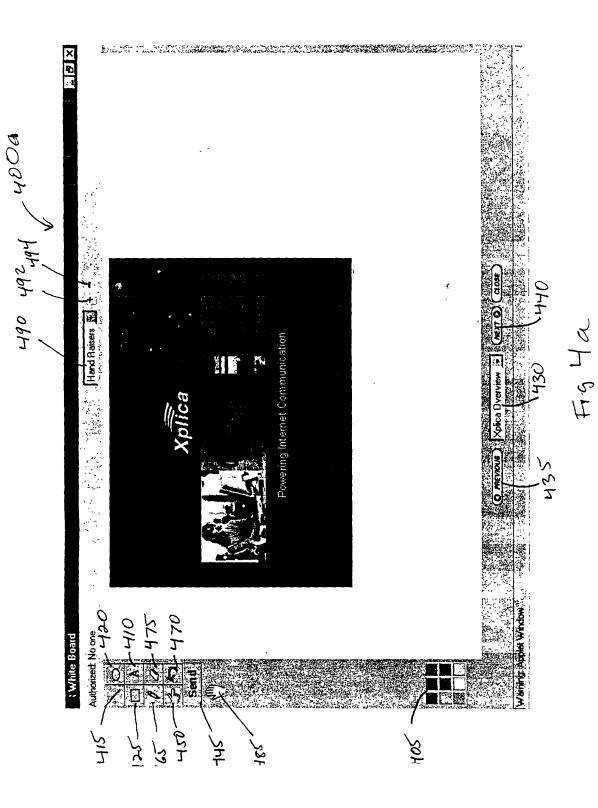


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Enterprise Applications, CRM / XRM, and Corporate Portals June 2001

196 Figure 4b

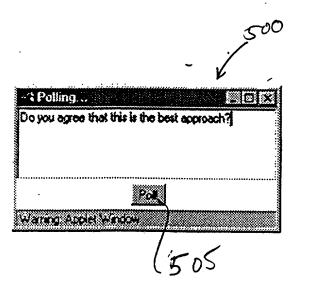
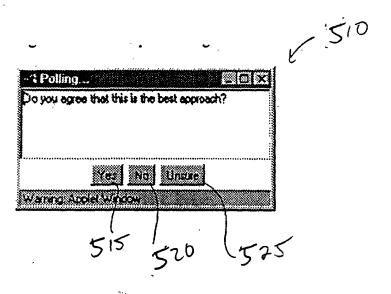


Figure 5a



Figure, 5b

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Figure 5c

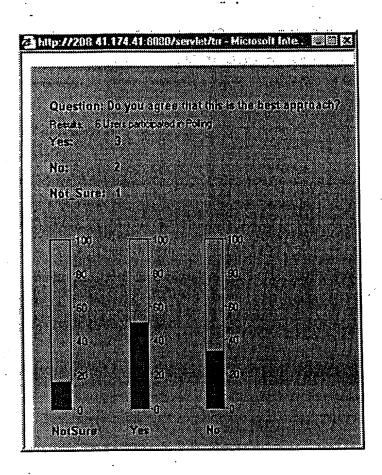


Fig. 5'd

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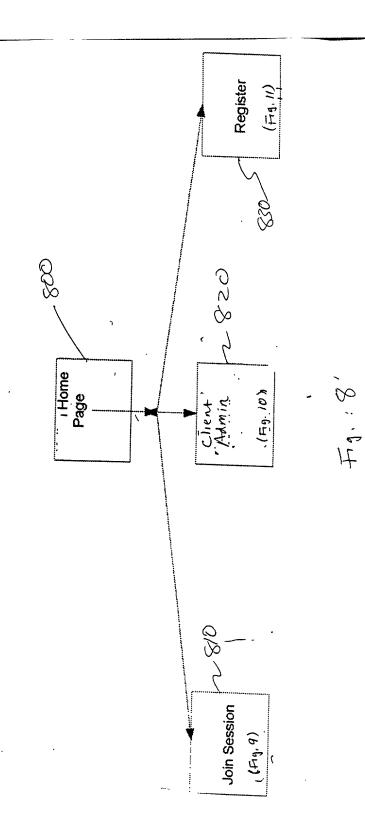
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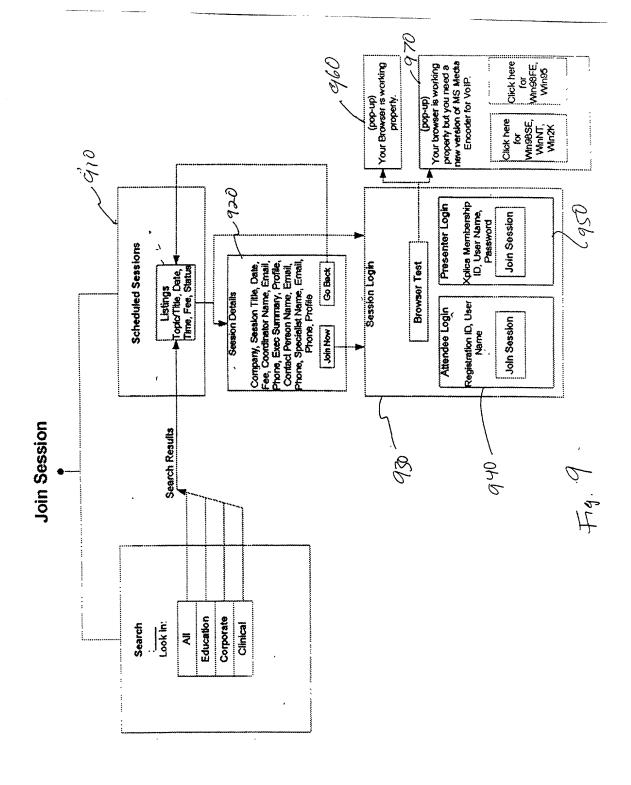
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Fig. 7

Homepage





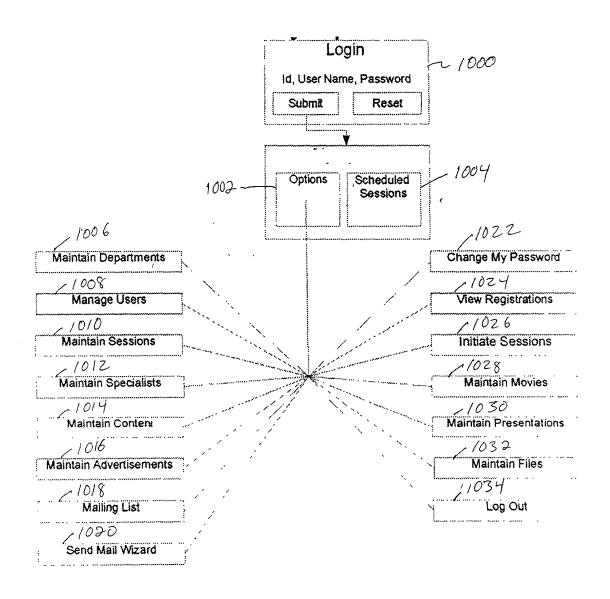
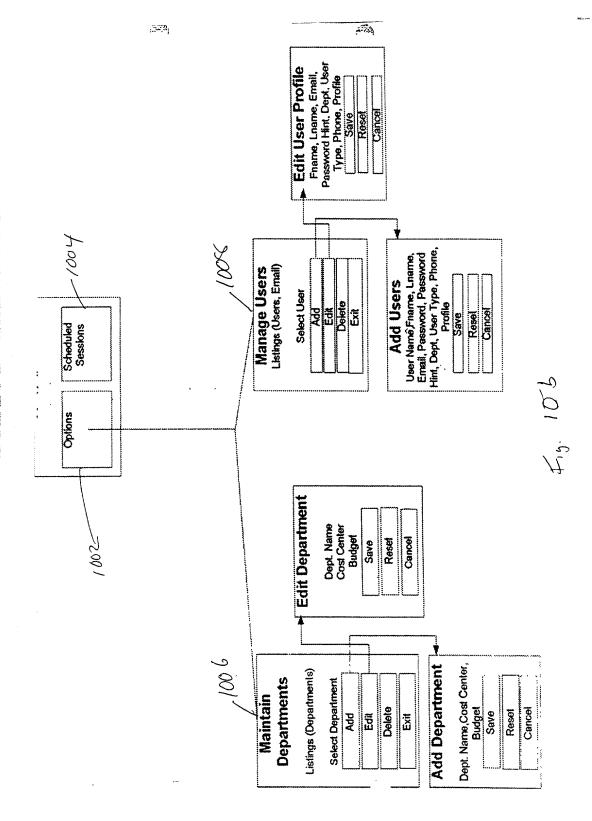
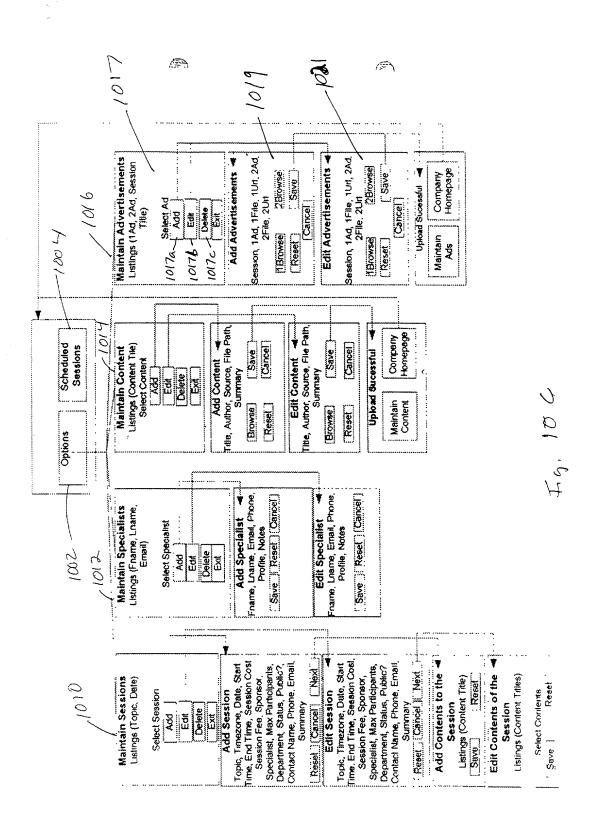
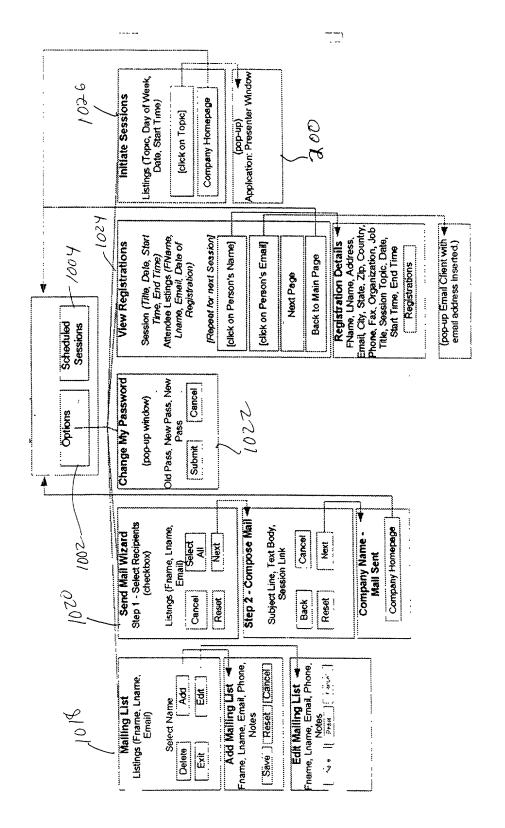


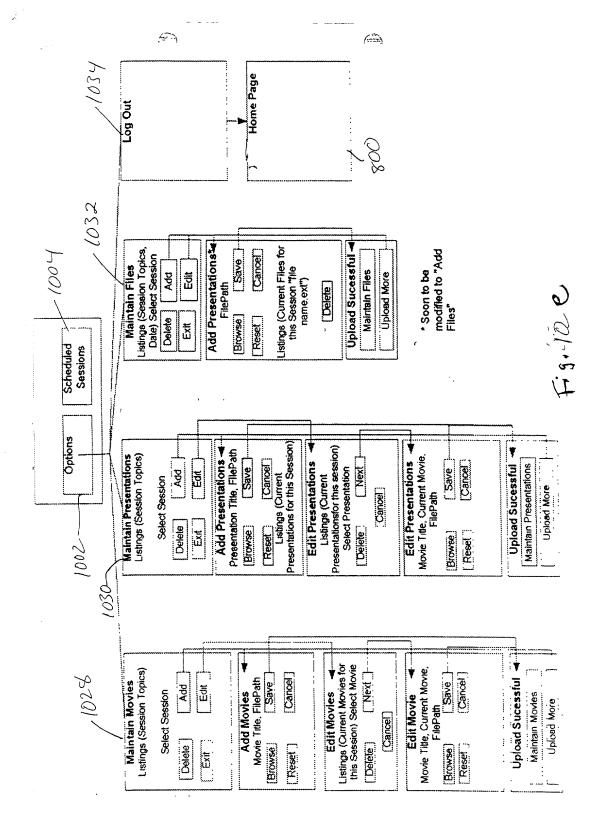
Fig. 10 a

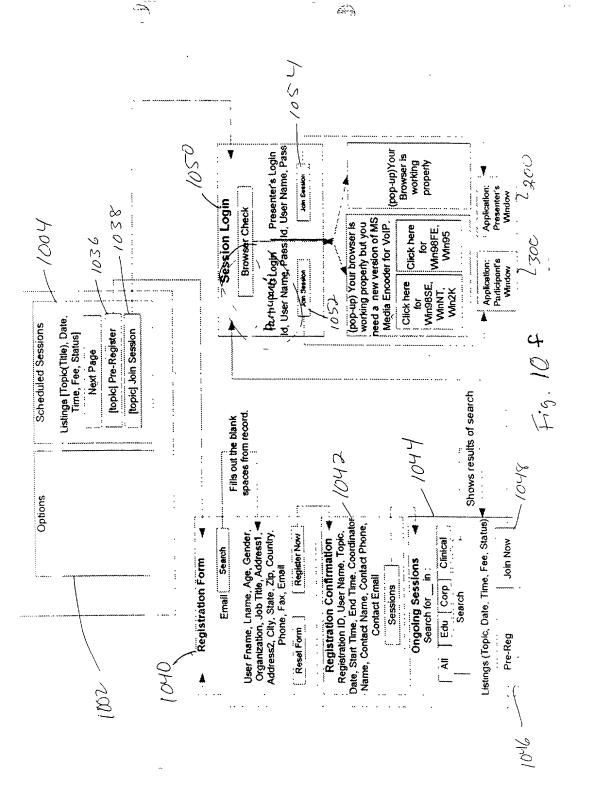


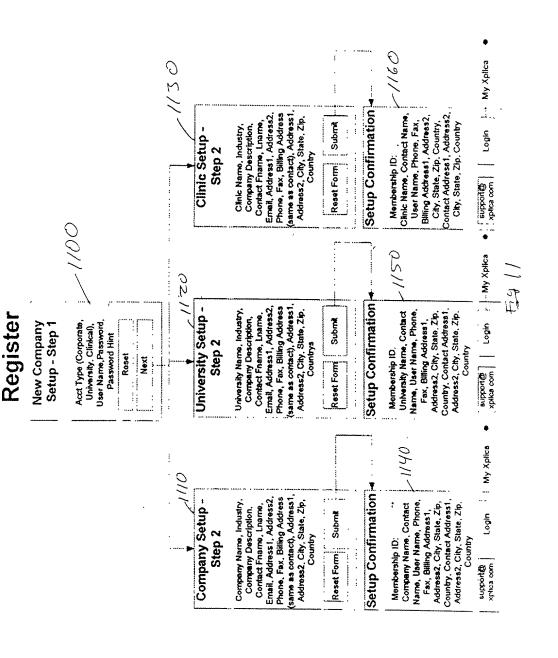


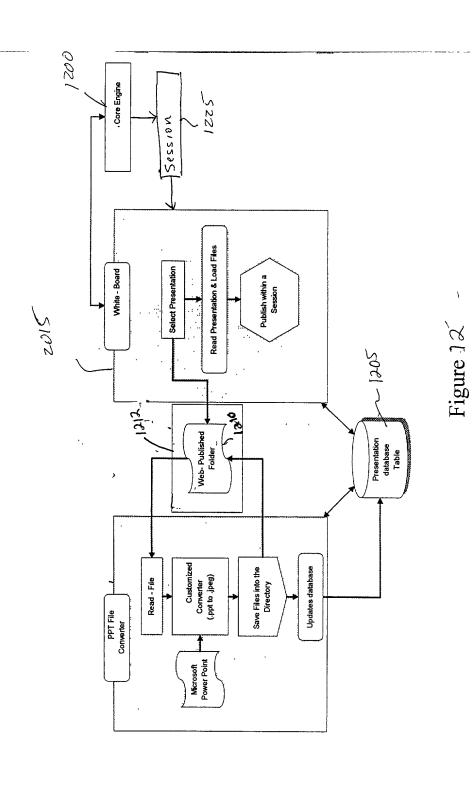


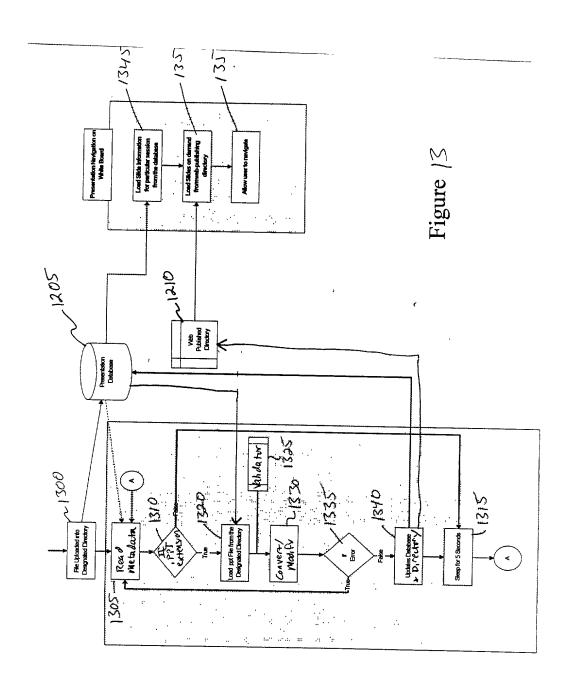
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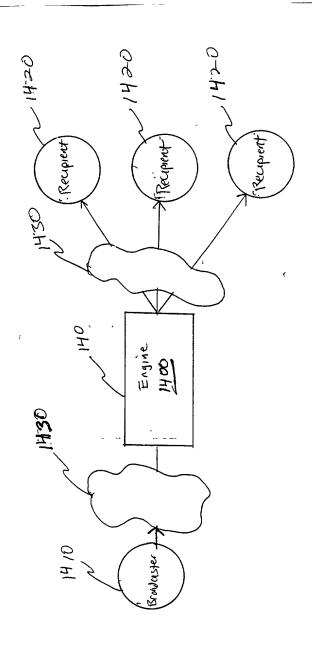
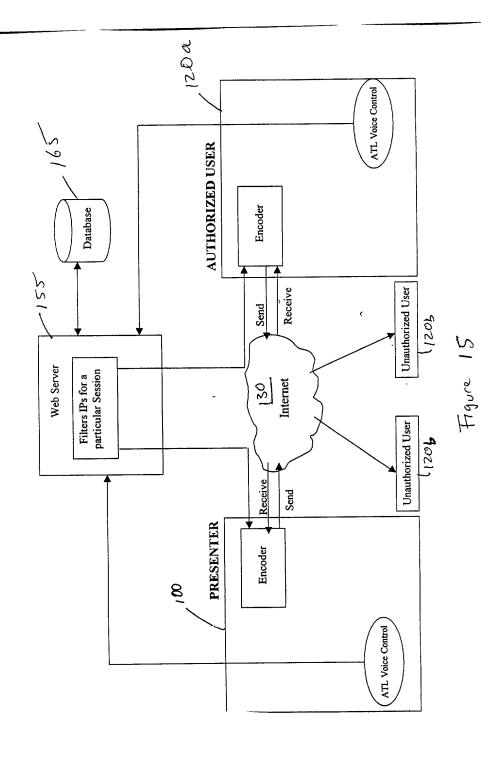
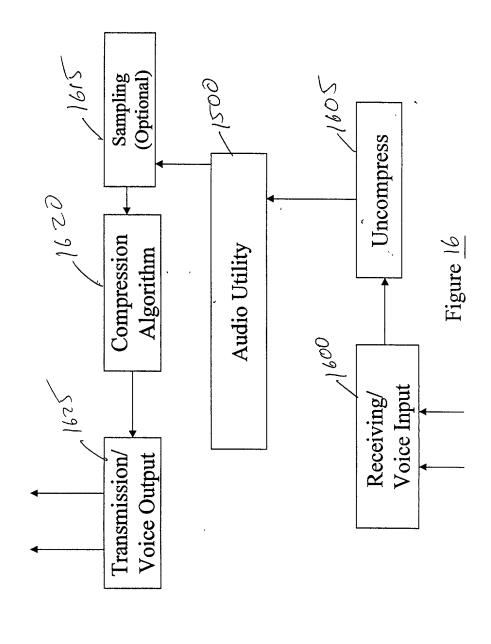


Figure 14





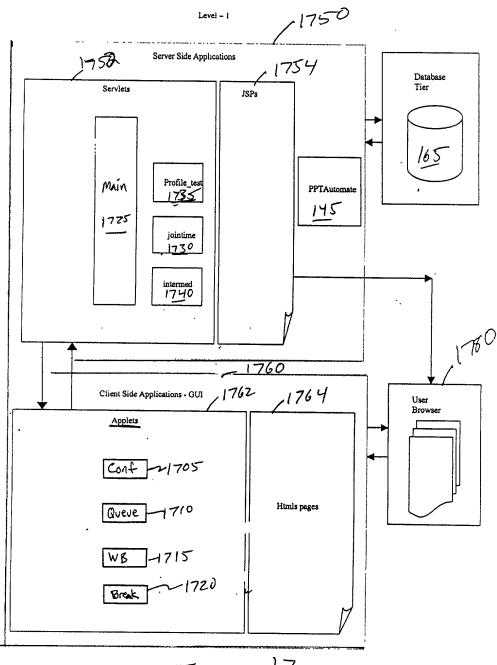


Figure 17a

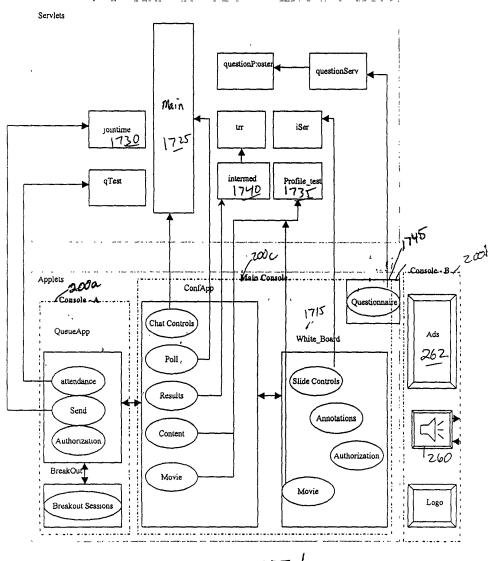


Figure 175

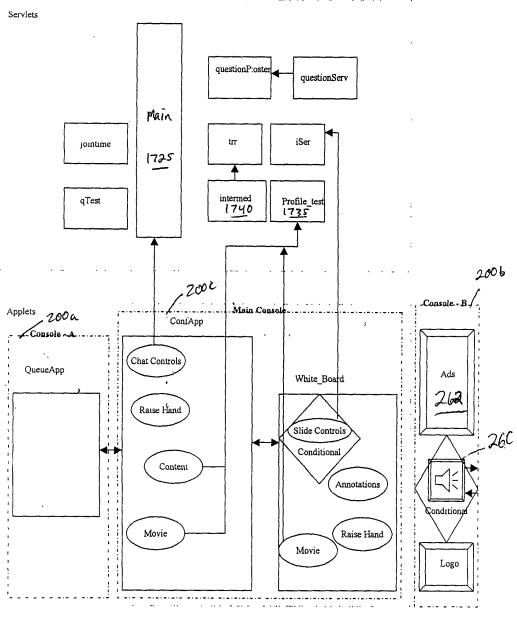
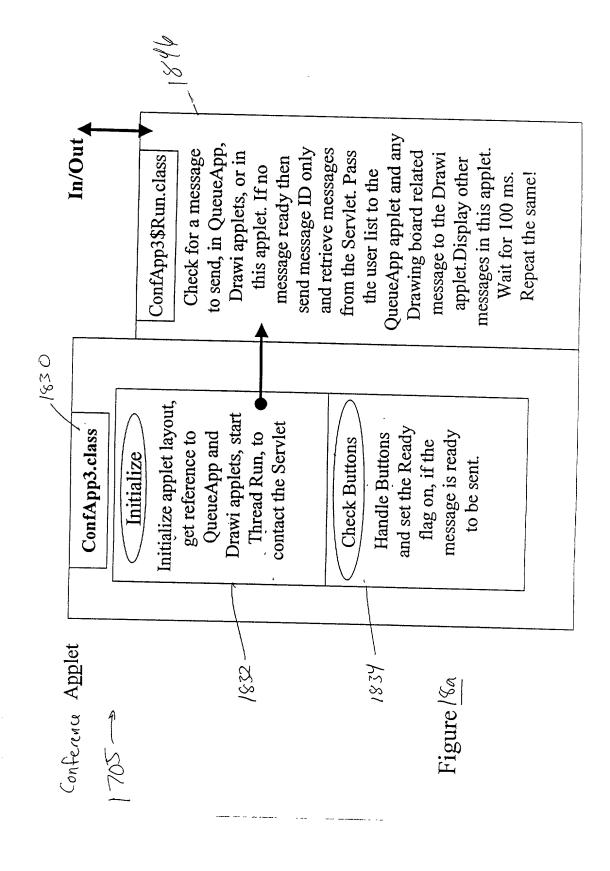
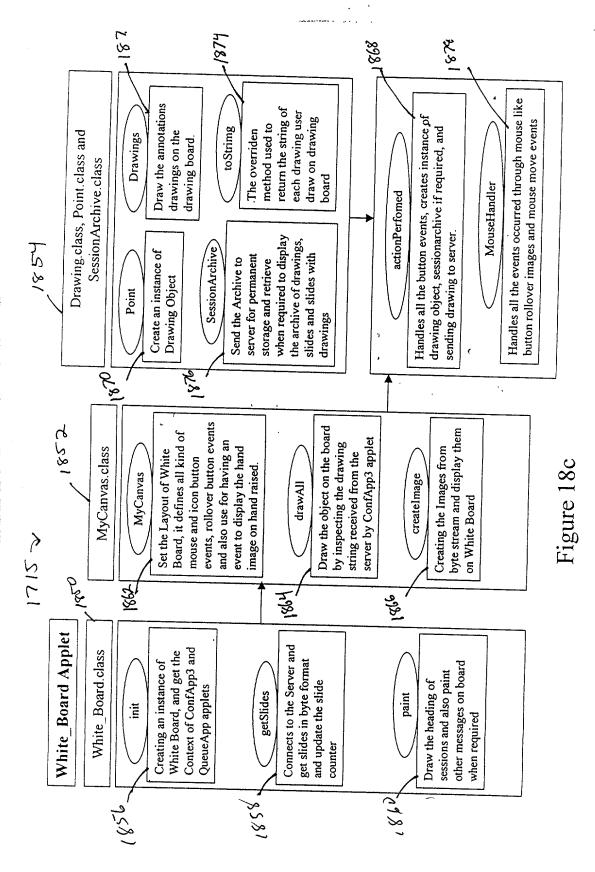
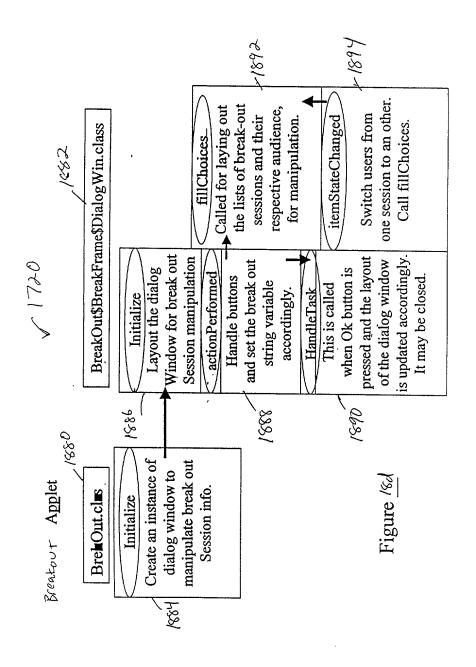


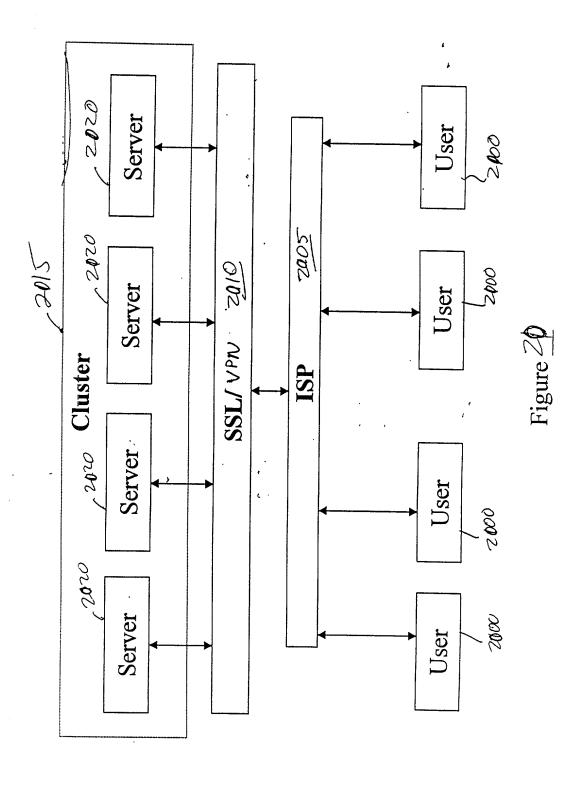
Figure 17c







| tSer\$SessionMessages.class | Return all the messages—/945 For this user. addMessage Add message of this user in the list. refreshMessage Remove invalid | messages. tSer\$Polling.class [1970] | Create Polling Object for the user's session | Figure 19 |
|---|--|--|---|--|
| tSer.class $\int \frac{ \phi_0 }{ \phi_0 } \int In/Out$ Service | Check the user in the list, throw illegal entry message if not Available in the attendance. Check the message id and retrieve all the messages for this user if he is not up-to-minute. Record the | connection time of this user. Send whisper to presenter if the user is lagging behind. Write the message of user in a file and SessionMessages object. If the message is Polling type, | update polls object and database. Remove the user from the attendance if he left. Run Thread Chuck the user out of the Attendance list if doesn't | connect for 2 minutes. Wait for 100 seconds and repeat |
| Main Servlet Initialize | Setup database Connection and get audience list for all the Sessions. Create a separate thread to chuck out the lost connections refreshList | Refresh the user list from the attendance list. Writes messages to the | Fill Deleti | Refresh it. |



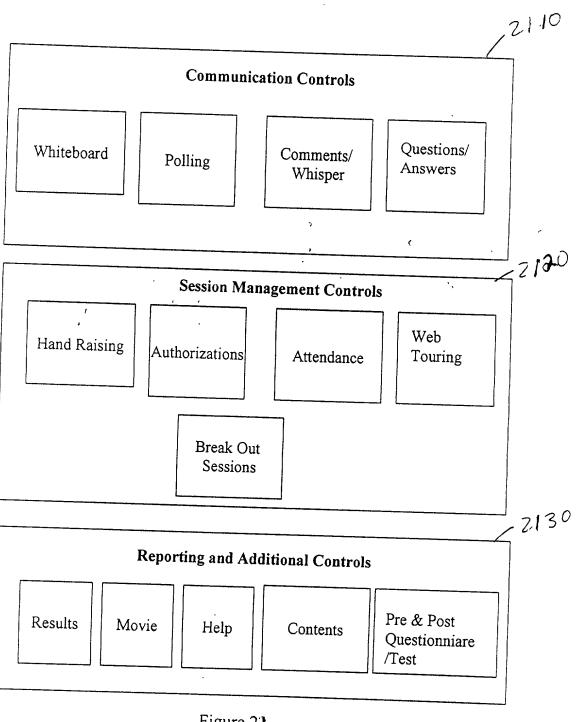


Figure 21

